
New Mexico ERM Comprehensive Contact Tracing

1. ERM Comprehensive Contact Tracing and Monitoring Messaging service applies to alerting and monitoring of individual COVID-19 results and status.
2. You can cancel the SMS service at any time. Just text "STOP" to the short code. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
3. If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at 1-(575)-213-5533.
4. Carriers are not liable for delayed or undelivered messages
5. As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive the following sequence of messaging:
 - One message per day during monitoring period of 14 days at 8am
 - No response by 12pm on day of receipt of SMS, additional message sent same day
 - No response by 2pm on day of receipt of SMS, recipient of SMS is switched to phone monitoring
 - Call generated immediately
 - SMS messaging stops in recipient replies "STOP"
 - Recipient will receive confirmation of OPT-OUT
 - NETWORK MSG: You replied with the word "Stop" which blocks all texts sent from this number. Text back "unstop" to receive messages again. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
6. If you have any questions regarding privacy, please read our privacy policy:
<https://www.nmhealth.org/help/privacy>

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